

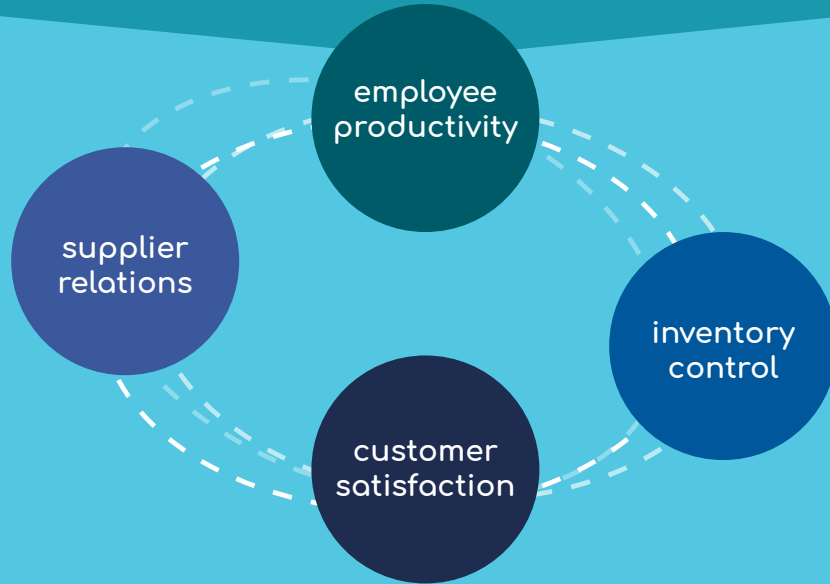


Hire an Answering Service  
**and Make More Money**



call management  
resources

# The demands of running a business can often look like a juggling act.



Today, customers demand instant access to your business and often expect to be able to talk to a live person day or night.



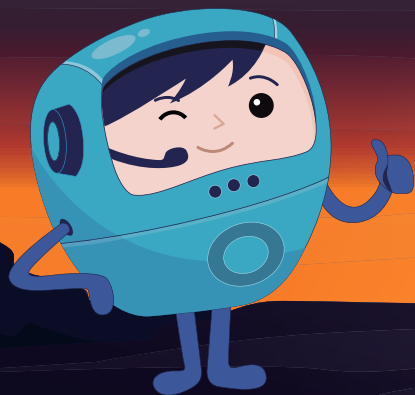
Telephone answering services have been around for almost as long as businesses have had telephones.

Historically, the telephone answering service answered the phone, took a message and relayed the message to the client.

With the advent of voicemail and email, many people have forgotten about the telephone answering service.

**But, as times have changed, so has the modern telephone answering service,** adding many capabilities and services that can improve your business processes and make you money.





**Here are just a few** of the many  
call applications a modern answering service  
like Call Management Resources can do for  
your company...

A close-up photograph of a woman with dark hair, smiling warmly while wearing a black headset with a microphone. She is wearing a light blue collared shirt. The background is blurred, showing what appears to be an office or call center environment.

## customer service

How are you currently handling customer service calls? While many people prefer to order products online, research shows that when a customer is confused with the order process or has trouble finding information, they prefer to talk with a live person.

Call Management Resources can access information screens (and even your system) to answer a client's questions and take orders over the phone. Don't lose a potential customer from ordering confusion; grow your business with Call Management Resources answering your phone 24/7.



# lead capture

How many times have you called a business and got a voicemail message? When potential customers call and there is no answer or they receive a voicemail, typically they will just go to the next company on their list.

When you have a live person answering your phones 24/7, your ability to capture more leads and gain new business grows exponentially.

Call Management Resources can provide you with that live voice 24/7, giving potential clients information about your business and capturing information from your caller.



# service requests and dispatching

Do you provide 24/7 service and/or repairs for your customers? Call Management Resources can take potential client calls, ask questions related to services needed and dispatch technicians to service the client anytime day or night.

Clients expect to reach your business when they need service. Partnering with Call Management Resources to field your calls and dispatch employees can solve the headache of answering the phone overnight or 24/7.





# human resource solutions

Many human resource calls involve taking and giving information; calls that are ideal for a modern answering service.

Call Management Resources clients partner with us to provide attendance management solutions where we take call-offs, send information to the department manager and find on-call employees to cover the shift.

At Call Management Resources, we can answer basic insurance coverage questions, relieving a big headache for benefits administration.

Pre-employment information gathering or phone interviews taking a lot of HR's time? A modern answering service like Call Management Resources can take those calls and send you the information in the format you need it.

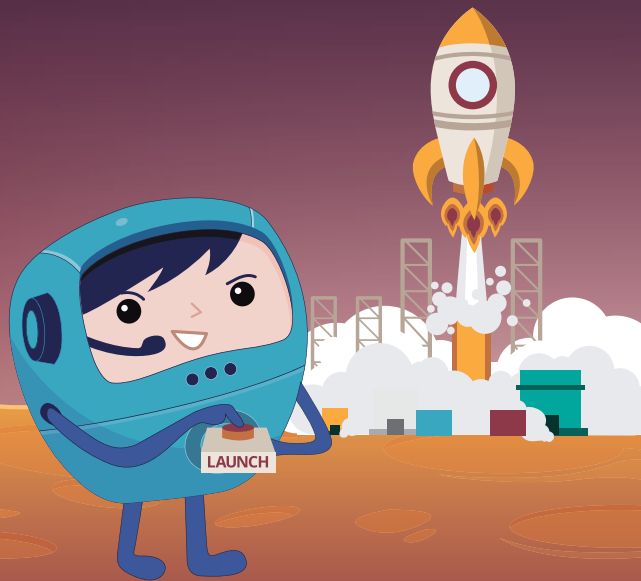




## warranty claims and qualifications

Warranty claims often involve a list of questions for the caller and conditions in order for the caller to receive the benefits of the coverage. Call Management Resources can take these calls for your company, ask the customer qualifying questions and, if coverage is valid, issue coverage information or dispatch service personnel.

# The possibilities are endless!



## **If you ask it on the phone, we can as well!**

As long as we have the information provided by you, we can give the information to your customers. Need the information we take distributed to specific staff at prescribed times? That's no problem with our error-free dispatching and information processing procedures. Quite simply, if you can think of it for your phone calls, Call Management Resources can do it.

# How can one missed call impact your business?



There are numerous reasons a single missed call can be problematic for businesses, including:

- **Lost Customers.** The most persuasive argument for ensuring all calls are answered is simple: if you want to foster a relationship with the caller, then you have to answer the call. While customers might call back or use a different form of communication, most won't – and in truth, it's easy to see why they would just choose to walk away.
- **Loss of revenue.** If a call is missed, and the customer subsequently decides to walk away, then the income they may have generated for the business is immediately lost – which can be damaging to company profits.
- **Damaged reputation.** If you read online reviews of any business, you will quickly notice a pattern: contact with a business is usually mentioned, either for positive or negative reasons.

## Can you afford to miss a call?

# How much does one missed call cost you?



What's the lifetime value of a customer for your company?

Let's be conservative and say \$500...

Well, if you are not answering your phone every time with a live person, you could be missing many potential customers.

How about we say you miss 2 calls a week that could have been new customers....

**That's \$52,000 a year  
in lost business!**



# We are much more than a message taking operation.

A modern telephone answer service like Call Management Resources can take your calls with questions and processes defined by you that once could only be completed by the most experienced employees.

From taking warranty claims and advising coverage to technical helpdesk solutions, experienced agents and advanced calling technology makes Call Management Resources the ideal choice for your call answering solution.



If you'd like to know more about how Call Management Resources  
can help you make money and increase your bottom line,  
contact us today.

**We can't wait to start working with you!**



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